

**PRIVACY NOTICE**  
**incorporating Data Protection Statement**  
**COUNSELLING CLIENT**

Chichester Counselling Services (CCS) is registered with the Information Commissioner's Office (ICO), as required under the Data Protection Act 1998. The Act requires CCS to carry out certain steps with regard to the secure storage, handling and disposal of all clients' personal data.

**What we need to tell you about the legal basis for processing your personal data**

1. You have given us personal data about yourself. We need your explicit consent, to allow us to process that information.
2. Access to and handling of your personal data is carried out only by administrative staff and counsellors who have undertaken to keep your data confidential.

**What information we keep, how we keep it and how long we keep it for**

3. We hold your contact details, dates of sessions you have attended and your financial contributions in a secure electronic format. Access is password protected and your identification is protected, using a client reference number. We keep these electronic copies for 7 years and then delete them.
4. Written/paper client files are kept in locked storage, with protected access. Client files contain your Assessment Form; your counsellor's brief notes; the dates of your counselling sessions; your financial contributions and copies of any emails and letters. When you finish your counselling, you can ask for your client record to be deleted at any time; but all client files are shredded 7 years after counselling finishes.
5. Client Gift Aid declaration forms and details of donations towards counselling are kept securely in a locked filing cabinet and are shredded after 7 years.

**How you can access personal data we hold about you (referred to as a 'subject access request')**

6. You have the right to obtain from CCS, usually free of charge, confirmation that your personal data is being/has been processed by us. You also have the right to access your personal data and other supplementary information.
7. These 'subject access requests' will be responded to without delay and at the latest within one month of CCS receiving your request, if your request is a reasonable one.
8. If you make your request electronically (i.e. by email), CCS will, as far as is reasonable, respond in the same way. Depending on the data you request, CCS may provide it in an alternative format, for practical reasons.
9. Subject access requests should be made to the Counselling Manager, Chichester Counselling Services, 106-108 The Hornet, Chichester, West Sussex, PO19 7JR (our registered office address). We will first explore the purpose and expectations of your request with you, so that the possible impact on your counselling can be considered by our clinical lead manager. This will not affect your legal rights.

## Other general points about data protection, sharing and use of data

10. In terms of confidentiality and disclosure, please note that CCS has a legal obligation to disclose to the appropriate authorities (e.g. the Police, Children's Services) some types of information that clients may disclose, such as their involvement in or knowledge of terrorism, drug trafficking or child safeguarding. Subject to these exceptions, no identifiable client data is ever disclosed outside CCS without the explicit request or consent of the client; or requirement by a court order.
11. Anonymised data may be used by CCS for statistical purposes and promotion (for example, a grant application may require us to give information about clients' age profiles or numbers of sessions attended).
12. You have the right to have any inaccuracies corrected, regarding any personal information we hold about you.
13. You have the right to complain to the ICO if you think there is a problem with the way CCS are handling your data.
14. CCS's qualified counsellors and counsellors in training engage in on-going training and professional development, both within CCS and externally. This may require the confidential use of anonymised client information, for written and group work.

<b>Declaration/consent:</b>		
<i><b>I have read, understand and agree to the Client Privacy Notice and Data Protection Statement. I consent to Chichester Counselling Services holding and using my personal data as outlined above:</b></i>		
Signature:	Print name:	Date: